

VAMC MEMPHIS REPORT

UTVA Quarterly Meeting

Sept 2015

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Medical Center Director, VA Medical Center

Hospital Current Budget

1. Significant personnel additions/losses

Additions: Chief, Medicine Service
Section Chief, Quality & Safety (Medicine Service)
Assistant Chief, Logistics Service
Government Information Specialist (Privacy Officer)

Losses: Chief, Emergency Department
Deputy Chief of Staff

2. Cost Efficiency Updates

Inpatient and outpatient care is being staffed according to workload and census. Use of overtime is minimized. Services that are provided via contract are evaluated for cost effectiveness.

3. Significant Budget fluctuations

We have been funded for all FY15 expenditures. FY16 promises to be equally challenging. Our insurance collections for the year have been down significantly due to changes in Blue Cross/ Blue Shields payments methodologies. We were able to hire 102 FTEE to improve access using VACAA funding. Additionally, the Choice program funding is allowing us to refer patients to the community when we can't meet the 30 day measure.

Status of Veteran Wait List

Status of Veteran Wait List	June	July	Aug	Remarks
Primary Care (Main Facility)	10	0	0	
Primary Care (Jonesboro CBOC)	0	0	0	
Primary Care (Smithville CBOC)	1	0	0	
Primary Care (Covington CBOC)	0	1	0	
Primary Care (Memphis South CBOC)	0	1	0	
Primary Care (Dyersburg CBOC)	0	0	0	

Primary Care (Jackson CBOC)	0	0	0	
Primary Care (Helena CBOC)	0	0	0	
Primary Care (Savannah CBOC)	0	0	0	
PTSD	0	0	0	
Homemaker Program	0	38	0	
Adult Day Health	0	20	0	
Mental Health	1	0	0	
Mental Health (Jonesboro CBOC)	0	0	0	
Mental Health (Savannah CBOC)	0	0	0	
Mental Health (Smithville CBOC)	0	1	1	
Mental Health (Covington CBOC)	0	0	0	
Mental Health (Jackson CBOC)	0	1	0	
Mental Health (Dyersburg CBOC)	0	0	0	
Mental Health (Memphis South CBOC)	0	0	0	
Mental Health (Helena CBOC)	0	0	1	
OEF/OIF/OND Clinic	0	0	0	
Women's Clinic	1	0	0	

Patient Satisfaction

1. Current Ratings as of May 2015: **Overall Rating Inpatient – 60.8% and Outpatient Provider – 65.2%** This is the highest rating we have seen since FY 13.
2. Current Strengths – **Inpatient:** Communication with MD 75.7% and Communication with the RN 74.3% **Outpatient** Appointment Reminders 87.8% and Review Medication with Patient 85.6%
3. Current Weaknesses –**Inpatient:** Pain Management 57.6% and Responsiveness of Staff 56.7% **Outpatient:** Access: 36.6% and Medication Decisions 52.2%
4. Process to reach/ maintain goals: **Inpatient:** We are continuing with the Nurse/Truth Point workgroup to improve inpatient satisfaction. In addition, we are establishing an Inpatient Satisfaction Subcommittee with members from different disciplines to address specific issues. **Outpatient:** We have implemented TruthPoint into one PACT (Copper Clinic) to evaluate the effectiveness of real-time assessment in the outpatient areas and plan to expand to all outpatient areas in the future when funding and staff are available. In addition we are establishing an Outpatient Satisfaction subcommittee with members from different disciplines to address specific issues.

Continuing Facility Improvements

1. Current Construction Updates

Project Number	Project Title	Status
314-313	Expand and Modernize Operating Rooms	Construction
314-318	Building 1A Entrance Expand & Structural Improvements	Construction
614-06-103	Mitigate Security Risks	Construction complete
614-10-102	Expand Emergency Department	Construction
614-10-124	Upgrade Controls & Energy Management System	Construction nearing substantial completion
614-11-101	Upgrade Fire Sprinkler Protection	Construction complete
614-10-115	Renovate Ground Floor Research	Construction
614-15-101	Upgrade Boiler Controls	Construction start pending
614-15-102	Replace Building 1A Bed Tower Elevator Controls (S32, S33, and S34)	Construction start pending
614-15-103	Replace Building 1A Elevator Cab and Hall Finish Panels	Construction start pending

2. Upcoming Construction Plans

Project Number	Project Title	Status
614-12-101	Upgrade Electrical Distribution Phase 4	Construction solicitation

	<p>The renovation and update of OR and Radiology imaging equipment is scheduled for 20 rooms over the next few years. The first rooms through early FY 2016 include;</p> <p>MRI 1, Fluoroscopy Room 7, Biplane Room 8, Interventional Radiology Room 9, and Outpatient Radiology four rooms, which include a new CT</p>	<p>Construction starts as listed</p>
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Medical Facility Clinic Updates

1. Emergency Department: A Non-Recurring Maintenance (NRM) project to expand the Emergency Department was awarded a contract for construction in 2014. The project renovates the department, doubling its size. This project will aid hospital flow and reduction in length of stay in the Emergency Department. Phase 1 activation is planned for September 2015. Phase 2 completion is expected by spring 2016. Project completion is expected by late 2016.
2. Surgical Suite: A minor construction project to expand and modernize the operating rooms is currently underway on Phase 4. The construction will continue through 2015 into early 2016.

Community Based Outpatient Clinics

1. Several leases are up for renewal.

Upcoming/Current Activities or Events

1. Quarterly current events

The implementation of the Veteran Transportation System (VTS) is scheduled for September 2015. The implementation of VTS is an opportunity to increase access to care for Veterans in our catchment area that may be unable to keep appointments due to transportation issues. Additionally, VTS may help improve missed opportunities due to transportation issues. VTS will also reduce the cost of wheelchair Veterans that are now transported by contractors. Integrating VTS for our catchment area will ensure transportation is available to Veterans when and where they need it most.

Ensuring compliance with the implementation of ICD-10 by conducting just-in-time training to all providers to facilitate encounter completion on/after October 2015; ensured completion of the Nationwide Dialysis Services Contract Training of all appropriate staff involved; Facilitated supervisory training for both new and experienced supervisors; Provided refresher training to all schedulers to ensure accurate scheduling in order to enhance service to Veterans; reduce missed opportunities and no shows and to ensure Veteran involvement in all scheduling

Congressional Activities:

August 3, 2015, Media Day. Invited local radio, newspaper and television stations to meet with VA staff to review projects, activities and new developments.

August 28, 2015 site visit from Senator Bob Corker's office: Michael Phelan, Foreign Relations Committee Staff Member and Nick Kistenmacher, Senior Field Director.

Reviewed construction projects, Access activities, Veterans Choice, Simulation lab and Hybrid Operating Room.